

## Article - Health - General

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§24-1203.

(a) Except as provided in subsection (d) of this section, an agency or organization shall be approved by 2-1-1 Maryland as a 2-1-1 Maryland call center in order to provide 2-1-1 services in the State.

(b) No more than five call centers may be approved by 2-1-1 Maryland to provide 2-1-1 telephone services in the State.

(c) When approving a 2-1-1 service provider, 2-1-1 Maryland shall consider:

(1) The ability of the proposed 2-1-1 service provider to meet the national 2-1-1 standards recommended by:

(i) The Alliance of Information and Referral Systems and adopted by the National 2-1-1 Collaborative; or

(ii) An equivalent entity;

(2) The financial stability of the proposed 2-1-1 service provider;

(3) Any community support for the proposed 2-1-1 service provider;

(4) Any experience that the proposed 2-1-1 service provider has with other information and referral services;

(5) The degree to which the county in which the proposed call center is to be located has dedicated substantial resources to the establishment of a single telephone source for non-emergency inquiries regarding county services; and

(6) Any other criteria that 2-1-1 Maryland considers appropriate.

(d) If a unit of the State that provides health and human services establishes a public information telephone line or hotline, the unit shall consult with 2-1-1 Maryland about using the 2-1-1 system to provide public access to information.

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